

Appl. No.: 09/675,532  
Amdt. dated March 16, 2004  
Reply to Office action of September 17, 2003

**Amendments to the Claims:**

This listing of claims will replace all prior versions, and listings, of claims in the application:

**Listing of Claims:**

1. (Original) A method of improving the configuration of a computer system, comprising:
- (a) determining the current configuration of the computer system, said configuration including hardware and software component information, the information including version information;
  - (b) determining an overall problem index value associated with the current configuration, said overall problem index value providing a relative indication of the problems in the computer system;
  - (c) varying the configuration of the computer system; and
  - (d) determining an overall problem index value for the configuration as varied in (c).
2. (Original) The method of claim 1 further including:
- (e) repeating (c) and (d) and selecting the configuration that has the lowest overall problem index value.
3. (Original) The method of claim 2 further including recommending that a user reconfigure the system to match the configuration selected in (e).
4. (Original) The method of claim 3 wherein (c) includes varying the version of each software application in the configuration determined in (a).
5. (Original) The method of claim 1 wherein (c) includes varying the version of each software application in the configuration determined in (a).

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6. (Original) The method of claim 5 wherein (c) does not include varying the version of the hardware components.
7. (Original) The method of claim 1 wherein (b) and (d) includes selecting individual problem index values from a knowledge base.
8. (Original) The method of claim 7 further including adding together said individual problem index values to determine said overall problem index value for the configuration.
9. (Original) The method of claim 1 wherein said overall problem index value is an indication of the number of problems associated with said configuration.
10. (Original) The method of claim 1 wherein said overall problem index value is an indication of the severity of problems associated with said configuration.
11. (Original) The method of claim 1 wherein said overall problem index value is an indication of the number of problems and the severity of the problems associated with said configuration.
12. (Currently Amended) A computer system, comprising:  
a configuration management module;  
a knowledge base that interacts with said configuration management module; and  
said configuration management module receives a current configuration of the computer system, determines an overall problem index value associated with the current configuration, and determines a configuration for a computer user that has fewer problems than the user's current configuration of hardware and software components.

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13. (Currently Amended) The computer system of claim 12 wherein the configuration management module further receives the current configuration of the user's computer system, said current configuration includes hardware and software components and versions of said hardware and software components, determines an overall problem index value associated with the current configuration, said overall problem index value providing a relative indication of the problems in the computer system, varies the configuration of the computer system to produce a new configuration, and determines an overall problem index value for the new configuration.

14. (Original) The computer system of claim 13 wherein said configuration management module selects the configuration that has the lowest overall problem index value.

15. (Original) The computer system of claim 14 wherein said configuration management module recommends that a user reconfigure the system to match the configuration selected as having the lowest overall problem index value.

16. (Currently Amended) The computer system of claim 15 wherein the configuration includes software and wherein said configuration management module varies the version of each software application in the configuration.

17. (Currently Amended) The computer system of claim 13 wherein the configuration includes software and wherein said configuration management module varies the version of each software application in the configuration.

18. (Original) The computer system of claim 17 wherein said configuration management module varies does not vary the version of the hardware components.

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19. (Currently Amended) The computer system of claim ~~43~~12 wherein said configuration management module determines the overall problem index value by (b) and (d) includes selecting individual problem index values from a knowledge base.

20. (Currently Amended) The computer system of claim 19 wherein said configuration management module further including adding adds together said individual problem index values to determine said overall problem index value for the configuration.

21. (Original) The computer system of claim 13 wherein said overall problem index value is an indication of the number of problems associated with said configuration.

22. (Currently Amended) The computer system of claim ~~4~~12 wherein said overall problem index value is an indication of the severity of problems associated with said configuration.

23. (Currently Amended) The computer system of claim ~~4~~12 wherein said overall problem index value is an indication of the number of problems and the severity of the problems associated with said configuration.

24. (Original) The computer system of claim 12 wherein said knowledge base includes a collection of problems that have been identified for various hardware or software components.